

Track: SOPS Patient Safety Improvement Initiatives
Session: Patient Safety Mentors, Rounds, & Innovations
Date & Time: April 20, 2010, 2:15 pm
Track Number: SOPS T2-S3

Introduction to the AHRQ Health Care Innovations Exchange: A Source for Improvement Initiatives

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Westat



AHRQ Health Care Innovations Exchange

The Innovations Exchange is a resource that is designed to support adoption and implementation of health care *service delivery* innovations and tools.

Primary goals:

- To accelerate the diffusion and uptake of health care innovations
- To facilitate the exchange of information

AHRQ Health Care Innovations Exchange

Searchable database of service innovations and tools

- Includes successes and attempts
- Wide variety of sources- including unpublished materials
- Vetted for effectiveness and applicability to patient care delivery
- Categorized for ease of use: extensive browse and search functions
- Innovators' stories and lessons learned
- Expert commentaries and perspectives

Learning Opportunities

- Learning Networks: A chance to work with others to address shared concerns
- Educational content
- Webcasts and online chats featuring innovators, experts, and adopters



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Innovations and Tools to Improve Quality and Reduce Disparities



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What's New at AHRQ Health Care Innovations Exchange [RSS](#)

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Featured Topic - Pressure Ulcers

Pressure ulcers are a common problem across health care settings. The incidence of pressure ulcers varies by clinical setting: 0.4% to 38.0% for hospitals, 2.2% to 23.9% for long-term care, and 0% to 17% for home care, according to a 2003 article published in the Journal of the American Medical Association.



The estimated cost to treat a pressure ulcer is between \$500 and \$40,000. Yet, pressure ulcers can be managed and prevented.

The **featured Innovations** describe two programs that reduced hospital-acquired pressure ulcers by implementing new quality improvement measures.

The **featured QualityTools** provide practitioners with practical resources to

SPOTLIGHT

AHRQ issues three new Funding Opportunity Announcements (R01, R18) for comparative effectiveness delivery system research.

NEWS & EVENTS

Join the AHRQ Health Care Innovations Exchange for a free Web Conference on *Ensuring Cultural Competence Across Care Settings*.

When: Thursday, March 18, 2010, 4-5pm EDT

Moderated by: Julia Puebla Fortier, founder and executive director of Resources for Cross Cultural Health Care

[Learn more and register here.](#)



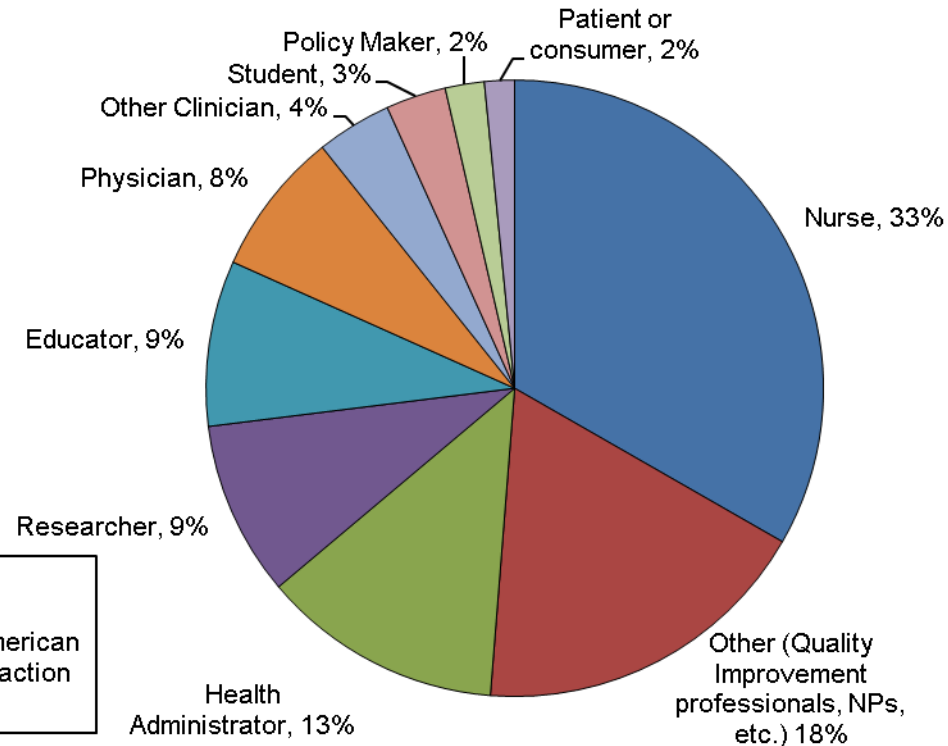
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Innovations Exchange Audience



Innovations Exchange Users by Role



N = 634

Data Source: American Customer Satisfaction Index (ACSI)

Innovation Profile Inclusions

Currently over 400 innovation profiles

- Focus on *patient care process* improvement
- Innovative in a given context
- Publicly available information
- Expectation of effectiveness


Profile Exclusions

- Product or technical innovations
- Policy innovations
- Educational innovations
- Clinical innovations
- Innovations without any evidence of effect

Structure of Innovation Profile

- Snapshot
- What They Did
 - Problem Addressed
 - Description of Innovation
- Did It Work?
 - Results
 - Evidence Rating
- How They Did It
- Adoption Considerations

Innovation Profile



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P Innovation Profile:

Patient Safety Rounds Identify Systems Problems and Improve Perceptions of Commitment to Safety

Innovation Profile

Your Comments (0)

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SECTIONS: [Snapshot](#) | [What They Did](#) | [Did It Work?](#) | [How They Did It](#) | [Adoption Considerations](#)

Snapshot

Summary

The University of Michigan Medical Center, a part of the University of Michigan Hospitals and Health Centers, uses patient safety rounds to help establish a culture of safety within the organization. During these rounds, hospital management and front-line staff work together to identify hazards and take actions to reduce or eliminate them. The program has allowed the center to identify and address several important systems-based problems,

Innovation Profile



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P Innovation Profile:

Safety Mentors Create Culture to Reduce Adverse Events and Increase Error Reporting

Innovation Profile

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Snapshot

Summary

Safety mentors at Christiana Care Health System help staff implement best-practice safety behaviors and reporting of errors and near misses. The program has demonstrated an 8-percent decrease in serious adverse events and improved the catching and/or reporting of near misses related to potential medication errors. In addition, feedback from employee surveys suggests improvements in the patient safety culture within the organization.

Associated QualityTools:
[Joint Commission 2009](#)
[National Patient Safety Goals \(8/4/08\)](#)
[Hospital Survey on Patient Safety Culture \(4/25/08\)](#)

QualityTools

- Currently 1,450+ QualityTools
- Practical tools for assessing, measuring, promoting and improving health care quality
- Checklists, manuals, reports, and others

QualityTools



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 **QualityTool:**

Joint Commission 2009 National Patient Safety Goals

[Print QualityTool](#) [E-mail a Link](#)

 **Description**

The purpose of the Joint Commission's National Patient Safety Goals (NPSGs) is to promote specific improvements in patient safety. The goals highlight problematic areas in health care and describe evidence- and expert-based solutions to these problems. This tool provides specific examples to enable health care organizations to implement the Joint Commission 2009 National Patient Safety Goals.

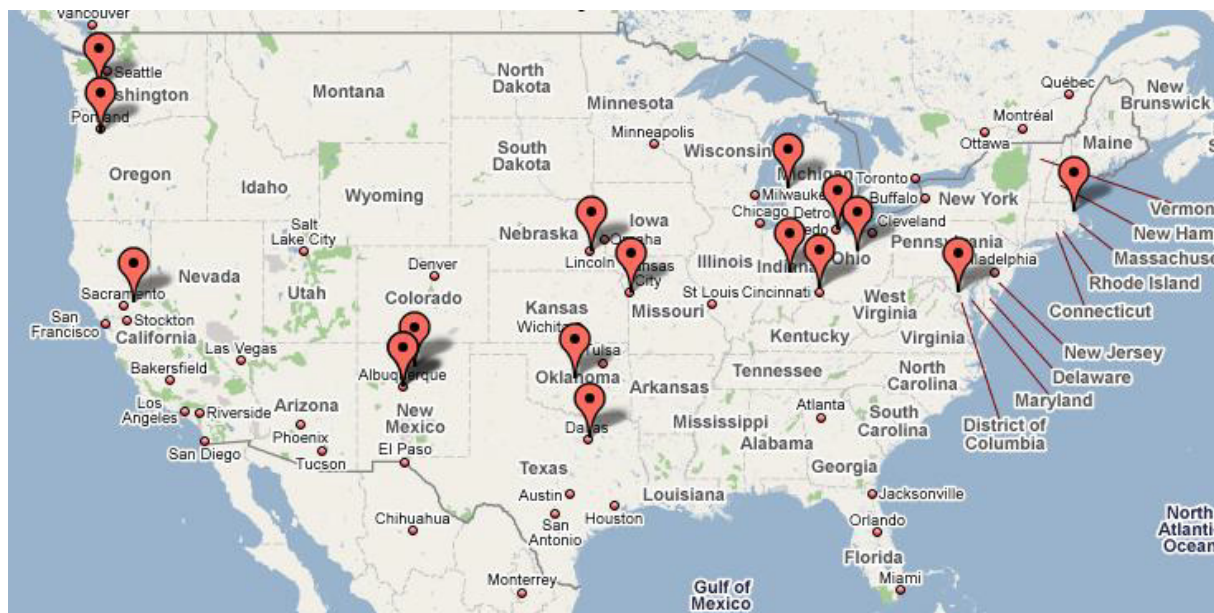
Implementation expectations are provided for the following 2009 NPSGs. Gaps in the numbering indicate a goal has been "retired," usually because the requirements were integrated into the standards.

- Goal 1: Improve the accuracy of patient identification
- Goal 2: Improve the effectiveness of communication among caregivers

Associated Profile:
[Safety Mentors Create Culture to Reduce Adverse Events and Increase Error Reporting](#)
(12/22/08)

Community Care Coordination Learning Network

- Purpose to connect at-risk populations to care
- Enhance community care coordination
- Share information about individual community efforts and lessons



Recent AHRQ Web Events

- AHRQ Chats on Change (October 2009)
“Effective Patient-Provider Email: A Pediatrician's Experience”
- AHRQ Web Conference (November 2009)
“Learning from Disappointment: When Your Innovation Falls Short”
- AHRQ Chats on Change (January 2010)
“Clinical Nurse Leader as Quality Champion: A Dialogue about an Effective Nursing Innovation”
- AHRQ Web Conference (March 2010)
“Cultural Competence Across Care Settings”

How can you participate?

- Submit service delivery innovations to info@innovations.ahrq.gov
- Search / Browse the site for improvement ideas
- Provide feedback through the Comments feature
- Participate in Web events

Sign up for Email Updates



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Send Questions or Comments

Please send any general questions, comments, or information on technical problems to info@innovations.ahrq.gov

AHRQ cannot provide diagnoses or specific medical advice to individuals on their personal health conditions.

Submit an Innovation or QualityTool

If you would like to submit an **innovation** or **QualityTool** for potential inclusion in the Health Care Innovations Exchange, send information to info@innovations.ahrq.gov.

For innovations:

- Review a list of the information we would like you to provide.
- Review a list of minimum requirements for inclusion.



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